

Information on Filing a Grievance

Acting through the Kentucky Board of Medical Licensure (KBML), physicians have adopted high standards of ethics and professional competence. A license to practice medicine in Kentucky obligates a physician to uphold the laws and to abide by the Medical Practice Act set forth by the Kentucky General Assembly. Those who violate these professional obligations are subject to discipline.

The KBML is authorized to conduct investigations, enforce regulations and impose sanctions when a violation of the law and/or regulation has occurred. The KBML can suspend, revoke, place a physician's license on probation, or impose a fine. The KBML has no other powers. The KBML cannot compel payment of damages or restitution. These powers are reserved by law for the courts. The KBML cannot act as your private attorney in any manner.

Upon receipt of a written grievance, a medical investigator employed by the KBML performs an investigation. Following completion of the investigation, a written report is submitted to an Inquiry Panel of the KBML. The Inquiry Panel then reviews the investigative report to determine if there is cause to take action against a licensee.

If a violation seems to have occurred, the KBML may give the licensee an opportunity to come into compliance with the law or regulation, or the KBML may determine formal disciplinary action is warranted. Formal disciplinary action can result in the licensee's medical license being placed on probation, suspended or revoked. The KBML can also fine the licensee up to \$5,000 per violation of the Medical Practice Act. The KBML can also determine whether to handle the matter by informal proceedings. The KBML may subpoena persons, including you to formal hearings, if it is believed that their testimony is essential to the case. Upon completion of a case, the complainant is so notified of what action is taken.

Prior to registering a grievance concerning a physician licensed by the KBML, please review the information contained in the document **“Frequently Asked Questions Regarding Filing a Grievance.”**

A formal grievance of unprofessional conduct against a physician is a serious matter. It immediately puts into action the investigative process of the KBML. Examine carefully the facts related to your grievance, and if you feel your grievance is well founded, of course make it. On the other hand, if you feel that your grievance may be the result of inadequate communication, lack of sufficient agreement or some misunderstanding, it may be that the problem can best be solved by a talk with your physician. Inform the physician of your dissatisfaction and request a full explanation of the matter involved. Such discussions will often lead to an agreeable solution to the problem.

After reviewing the information noted above, should you choose to file a grievance, please contact the Board's office for a **“Grievance Form”** or download one from the Board's website at www.kbml.ky.gov. This form must be signed and notarized,

providing the dates, location and the full names and addresses of all physicians involved and the particular section of the statute that you feel the physician has violated with a description of the conduct. The Board's address is Kentucky Board of Medical Licensure, Hurstbourne Office Park, 310 Whittington Parkway, Suite 1B, Louisville, KY 40222 and the telephone number is (502) 429-7150.